



## **National Finance Center Customer Notification**

**Date of Notification: January 7, 2010**

**Subject: EmpowHR Issue—Standard Form (SF) 2809 Incorrect Dependents**

**Database/Customer(s) Affected: USDA and DHS Customers**

### **Dear Customer:**

This communication is being sent to inform our customers that an issue occurred in our EmpowHR export file on December 13, 2009, relating to agency entered Health Benefits Election Forms, SF-2809s, sent to the health benefits carriers. The error occurred in the reporting of erroneous dependents being added to a small population of employee health insurance cards. The issue was fixed on December 22, 2009, and the export file sent to the carriers on December 27, 2009, correcting all erroneous dependents previously reported. In addition, the NFC has taken additional steps to send corrected copies of the SF 2809's to the health benefits carriers for those employees impacted by this situation.

Impacted agencies will receive an encrypted spreadsheet identifying the employees later today. We encourage agencies to: (1) review suspense listings to ensure the enrollment code and dependents are appropriate based on the changes submitted for those employees, and (2) contact their employees impacted by this issue to have them verify the dependent information on their health insurance cards. Employees who received erroneous health insurance cards should be assured that corrected files have been sent to the carriers. Employees seeking medical attention prior to receiving their corrected health insurance cards are encouraged to provide hard copy registration forms as proof of coverage to medical professionals.

This issue was reported under Incident Report (IR) 63713.

We apologize for any inconvenience this issue has caused.

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### **"Tip of the Week"**

Before an Annual Leave Lump Sum Payment can be disbursed, the separation T&A must be coded final and the appropriate personnel action processed. Should you have questions, please contact the Payroll/Personnel Help Desk at 504-255-4630 (Option 2).

**If you have any questions regarding this notification, please contact NFC's EmpowHR Help Desk at 1-888-367-6955 or EmpowHR@usda.gov.**

**WB/M5-10-019**

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